

**Eastern Los Angeles Regional Center  
Targeted Case Management and  
Nursing Home Reform  
Monitoring Review Report**

**Conducted by:**

**Department of Developmental Services**

**February 22–March 5, 2021**

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## EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) conducted a federal compliance monitoring review of the Targeted Case Management (TCM) and Nursing Home Reform (NHR) programs from February 22–March 5, 2021, at Eastern Los Angeles Regional Center (ELARC). The monitoring team selected 27 consumer records for the TCM review. A sample of 10 records was selected for consumers who had previously been referred to ELARC for an NHR assessment.

### Purpose of the Review

Case management services for regional center consumers with developmental disabilities were added as a medical benefit to the Medi-Cal State Plan in 1986 under Title XIX of the Social Security Act. TCM services are those "...services which will assist individuals in gaining access to needed medical, social, educational, and other services." DDS implemented the TCM program statewide on July 1, 1988.

The NHR Pre-Admission Screening/Resident Review program involves determining whether an individual in a nursing facility with suspected developmental disabilities is developmentally disabled and requires specialized services.

### Overview of the TCM/NHR Compliance Monitoring Protocol

The review criteria for the TCM and NHR programs are derived from federal and state statutes and regulations and the Centers for Medicare & Medicaid Services' guidelines relating to the provision of these services.

### Findings

#### Section I – Targeted Case Management

Twenty-seven consumer records, containing 1,902 billed units, were reviewed for three criteria. The sample records were 100 percent in compliance for criterion 1 (TCM service and unit documentation matches the information transmitted to DDS), 95 percent in compliance for criterion 2 (TCM service documentation is consistent with the definition of TCM service), and 100 percent in compliance for criterion 3 (TCM service documentation identifies the individual who wrote the note and the date the note was completed).

#### Section II – Nursing Home Reform

Ten consumer records were reviewed for three criteria. The 10 sample records were 100 percent in compliance for all three criteria.

## SECTION I TARGETED CASE MANAGEMENT

### Criterion

1. The Targeted Case Management (TCM) service and unit documentation matches information transmitted to the Department of Developmental Services (DDS).

### Finding

Eastern Los Angeles Regional Center (ELARC) transmitted 1,902 TCM units to DDS for the 27 sample consumers. All of the recorded units matched the number of units reported to DDS.

### Recommendation

None

2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.

Allowable TCM units are based on services which assist consumers to gain access to needed social, educational, medical or other services and include the following components: 1) assessment and periodic reassessment to determine service needs; 2) development and periodic revision of an individual program plan (IPP) based on the information collected through the assessment or reassessment; 3) monitoring and follow-up activities, including activities and contacts that are necessary to ensure that the IPP is effectively implemented and adequately addresses the needs of the consumer; and 4) referral and related activities to help the consumer obtain needed services. However, it is important to note that TCM does not include the direct provision of these needed services.

### Findings

The sample of 27 consumer records contained 1,902 billed TCM units. Of this total, 1,800 (95 percent) of the units contained descriptions that were consistent with the definition of TCM services.

Recommendation	Regional Center Plan/Response
ELARC should ensure that the time spent on the identified activities that are inconsistent with TCM services (sent separately) is reversed.	ELARC will ensure that all activity entries are consistent with the TCM services.

3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.

Finding

The TCM documentation in the 27 sample consumer records identified the service coordinator who wrote the note and the date the service was completed.

Recommendation

None

## **SECTION II NURSING HOME REFORM**

### Criterion

1. There is evidence of dispositions for the Department of Developmental Services' (DDS) Nursing Home Reform (NHR) referrals.

### Finding

The 10 sample consumer records contained a copy of the Pre-Admission Screening/Resident Review (PAS/RR) Level I form, or NHR automated printout.

### Recommendation

None

2. The disposition is reported to DDS.

### Finding

The 10 sample consumer records contained a PAS/RR Level II document or written documentation responding to DDS' request for a disposition.

### Recommendation

None

3. The regional center submitted a claim for the referral disposition.

### Finding

The billing information for the 10 sample consumers had been entered into the AS 400 computer system and electronically transmitted to DDS.

### Recommendation

None

## SAMPLE CONSUMERS

### TCM Review

#	UCI	#	UCI
1	xxxxxxx	15	xxxxxxx
2	xxxxxxx	16	xxxxxxx
3	xxxxxxx	17	xxxxxxx
4	xxxxxxx	18	xxxxxxx
5	xxxxxxx	19	xxxxxxx
6	xxxxxxx	20	xxxxxxx
7	xxxxxxx	21	xxxxxxx
8	xxxxxxx	22	xxxxxxx
9	xxxxxxx	23	xxxxxxx
10	xxxxxxx	24	xxxxxxx
11	xxxxxxx	25	xxxxxxx
12	xxxxxxx	26	xxxxxxx
13	xxxxxxx	27	xxxxxxx
14	xxxxxxx		

### NHR Review

#	UCI
NHR-1	xxxxxxx
NHR-2	xxxxxxx
NHR-3	xxxxxxx
NHR-4	xxxxxxx
NHR-5	xxxxxxx
NHR-6	xxxxxxx
NHR-7	xxxxxxx
NHR-8	xxxxxxx
NHR-9	xxxxxxx
NHR-10	xxxxxxx

## ATTACHMENT I

### TCM DISTRIBUTION OF FINDINGS

<b>CRITERION PERFORMANCE INDICATOR</b> <b>Sample Size: 27 Records</b> <b>Billed Units Reviewed: 1,902</b>	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. The TCM service and unit documentation matches the information transmitted to DDS.	1,902			100	
2. The TCM service documentation billed to DDS is consistent with the definition of TCM service.	1,800	102		95	5
3. The TCM documentation identifies the service coordinator recording the notes and each note is dated.	1,902			100	

### NHR DISTRIBUTION OF FINDINGS

<b>CRITERION PERFORMANCE INDICATOR</b> <b>Sample Size: 10 Records</b>	# OF OCCURRENCES			% OF OCCURRENCES	
	YES	NO	NA	YES	NO
1. There is evidence of dispositions for DDS NHR referrals.	10			100	
2. Dispositions are reported to DDS.	10			100	
3. The regional center submits claims for referral dispositions.	10			100	